

# Error Codes

## Symantec System Center console

### Discovery service

Error	Description
Error: Can't communicate with the Topology Service to unlock the Server Group!	When trying to create an instance of the password verifier object on the console computer, the object was not created.
Error: Can't communicate with the Server Group. Verify network connectivity, and that machines are operating within the Group! If problem persists, try clearing the Server Group cache and re-discovering all Server Groups.	When trying to unlock the server group with a password, communication could not be established.
Error: Can't communicate with the primary server in the selected Server Group. Verify network connectivity, and that a primary server has been selected. A Server Group's password can only be changed if the primary server is operating.	Communication could not be established with the primary server.
The format of the IPX address is incorrect. It must be of form sssssss:nnnnnnnnnnnn where \nsssssss is the 8 character decimal representation of the network number and \nnnnnnnnnnnn is the 12 character hexadecimal node number.	In the Discovery dialog box, the administrator entered an invalid IPX address.
Unknown or Invalid.	Part of checking the status of a primary server involves seeing if it is in a valid state and that the system console can communicate with it. If the state of the primary server is undeterminable, the structure will indicate an Invalid or Unknown status.
An error occurred while trying to connect to the Topology Service. Make sure that it is properly installed.	The Symantec System Center console snap-in cannot be loaded or the attempt to create a standalone property sheet for the discovery service failed.

Error	Description
Discovery currently in progress. Please wait until previous discovery finishes before initiating a new discovery.	The administrator tried to run another discovery process when the first one had not finished.
Discovery currently in progress. Please wait until discovery finishes before clearing the cache.	The administrator attempted to clear the cache while another discovery was going on.
Error: Couldn't create Discovery Service!	When trying to initialize the service module, the CreateService call failed.
Error: An error occurred when trying to open the service.	When trying to uninitialize the service module, the administrator could not open the service.
LANDesk Virus Protect could not get a list of clients from server '%s'. Error 0x%08X.	The Symantec System Center console was unable to talk to the remote server when trying to build a client list.
Old Pattern.	Check to see if virus pattern is out of date.
Error: Cannot delete the Discovery Service!	Unable to uninstall the discovery service.

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## Symantec System Center configuration

Error	Description
Please enter the new password in the New Password field. Passwords cannot be empty.	When configuring the password, the administrator left it null.
Server Warning.	This function is used in displaying the problem items in a listview control. It is also used for sorting the list (of a listview control) based on current sort column and direction. This is a general error to the administrator.
At least one server group must be selected. Please check a server group to view it in the system hierarchy view.	The administrator did not choose at least one server in the Filter Server Group View.
Error: Server group exists. Please Choose another name.	Another server already exists with the name you were trying to enter.
Error: Server group name may not exceed 47 characters.	The name entered exceeds 47 characters.
Error: Server group must have a primary server. Select a server and invoke the Make Server a Primary Server command.	There is no primary server specified in the server group.
Error: Unexpected.	Unable to get a handle to the target server group or the target primary server is not a server.
Error: Cannot copy items to this container.	The administrator tried to copy then paste a primary server into another group when secondary servers exist in the primary's group or the object being pasted is invalid.
Error: Cannot move primary server while other servers exist in server group.	The primary server cannot be moved because a secondary server exists in the server group.
Virus Protect could not read the Server Group configuration from the old or new primary server. Primary server for the Server Group was not changed.	The administrator was not able to get data from the server or there was a problem copying the primary server's settings into the new server group.

Error	Description
The primary server for the Server Group '%s' is using the %s protocol. The server you are attempting to move is using the %s protocol and cannot communicate with the primary server. To move server '%s' to this Server Group you must load the %s protocol	When trying to change a server from one server group to another, the network protocol used did not match.
Bad service request.	There was a request to the service which was not to stop, pause, continue, interrogate, or shutdown.
Error: Service handler not installed.	Register the control request handler if the service fails to load log the event.
There are too many Primary Servers in Server Group '%s'.	If the validation fails, it is because there are too many primary servers

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## Alert Management System

Error	Description
Unable to load the AMS management dialogs! Make sure that AMS configuration support has been install on this computer.	The administrator clicked on Configure AMS or View AMS Log when either amslib.dll or amsui.dll was not installed. This is the case on systems that do not have the AMS server.

## Server snap-in

Error	Description
Norton AntiVirus could not collect all the log data from the selected computer(s). Please verify that Norton AntiVirus is running on these computers.	The console was unable to communicate with one or more of the systems when displaying histories.
Norton AntiVirus is unable to configure Server Group '%s' because a primary server is not found. Make sure all the servers in this Server Group are turned on and have Norton AntiVirus Server loaded.	When opening the Client Realtime Protection options from the server group level, the Symantec System Center console could not communicate with the primary server.
The new password and the confirmed password do not match. Make sure that the confirmed password matches the new password. Passwords are case sensitive.	In the Client Administrator Only Options page, the administrator typed the password confirmation incorrectly for the uninstall password or network scan password.
Norton AntiVirus could not communicate with '%s'. Operation stopped.	The console could not communicate with the client(s) and/or server(s) when filling the virus list.
Norton AntiVirus could not configure the selected computer(s).	When opening up the Administrator Only Page or Quarantine Page, the Symantec System Center console failed to communicate with the first client or server.
Unable to contact computer %s. Would you like to continue?	When opening up the Client Administrator Page or Quarantine Page, the Symantec System Center console failed to communicate with the selected client or server.

Error	Description
Norton AntiVirus could not configure %s.	There was a problem communicating with the client when opening up the File System realtime options.
Unable to launch AV Client Wizard. Attempting to launch NT Remote Client Install with ShellExecute.	The handle ShellExecute returned was less than or equal to 32.
Unable to launch AV Server Rollout wizard.	The administrator selected to launch AV Server Rollout from main Tools menu, and the ShellExecute command (for launching the program from the NAV Tools directory) failed.

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## Main Norton AntiVirus Corporate Edition user interface

Error	Description
Norton AntiVirus is unable to create all the windows. Verify that the application is configured and installed correctly.	Vpc32 could not create the taskpad.
Norton Antivirus could not launch LiveUpdate (Vpdn_lu.exe)	Vpdn_lu.exe is missing from the NAV directory.
Norton AntiVirus could not read its settings from the Windows Registry. You may need to reinstall Norton AntiVirus.	The error when starting or stopping services is registry related.
Norton AntiVirus service is not responding. You may need to restart your computer.	The error when starting or stopping services was due to Rtvscan being in a hung state.
Norton AntiVirus service is not responding. If you are trying to unload Norton AntiVirus services, you need to have Administrator rights to unload a Windows NT Service.	The error when starting or stopping services is not Ids_Error_Reg_Fail or Ids_Error_Service_Hung.
The password you entered does not match the Server Group password set for this machine. Would you like to try again?	The administrator entered an incorrect server group password.
Norton AntiVirus could not find Scandlgs.dll. You may need to reinstall the application.	There was a problem opening the Configure Histories dialog from the Scandlgs.dll.
Norton AntiVirus could not communicate with the storage system. Realtime Options will not be saved.	There was a problem opening up the realtime dialog.

## Server (at the console)

Error	Description
SRVCON: Bad parameter sent to Configure	Error checking, in case this Ocx/Dll is used and a non-supported flag is passed in.

Error	Description
Norton AntiVirus was unable to start a pattern download on server %s. Verify that the server is working correctly and try again.	The administrator clicked on the Update Now button in the Virus Definition Manager dialog when multiple servers were selected and one of the secondaries was down.
Unknown configuration	The definition update source for servers has an invalid value in the registry.



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## Client (at the console)

Error	Description
Bad parameter sent to Configure.	Error checking, in case this Ocx/Dll, is used and a non-supported flag is passed on.

## Extensions and Virus Properties

Error	Description
The extension is not valid. '.' and '*' are not valid characters. If you want to use a wildcard character, use the '?'.\n\n For example, enter 'DO?' to scan files with extensions DOA, DOB, DOC, and so on.	When choosing an extension to scan in any of the scan dialogs, the administrator attempted to include '.' or '*' in the extension name.
Cannot add additional extensions to the list.	The total number of characters of all extensions entered in the Extensions dialog exceeds 256.

## Norton AntiVirus Corporate Edition dialog boxes

Error	Description
Norton AntiVirus cannot perform a randomization in this interval. Please select another interval.	In the Live Update Randomization dialog, the administrator tried to set the randomized start of week and end of week as the same day.

## Scanner

Error	Description
Could not start manual scan.	There was an error occurring in 'StartServerScan,' which is the function that actually tries to start the scan.

Error	Description
ERROR: Corrupt Database.	The function, 'StartServerCheck(---)' in 'Uimisc.c' received an error returned from 'StartServerScan(---)'. That error also has to specifically match the case 'Error_Bad_Database', which is returned when the registry database has become corrupted.
Error in the old bindery login script.	Norton AntiVirus didn't find the start tag or end tag, so it added a logon script at the beginning of the file (Net\$log.dat).
Error in the old profile login script	Norton AntiVirus didn't find a start tag or end tag, so it added this profile script to the container.
“ERROR: Could not open the profile login script”	Norton AntiVirus failed to open the profile logon script (which gets executed after the system, logon script but before the administrator logon script).
There was a problem in your Autoexec.ncf file	Norton AntiVirus did not find the end tag in Autoexec.ncf file, so it opened a new copy of Autoexec.ncf file and appended the new NAV (previously LDVP) section onto the end of the original file.
Some errors were found while removing. Please see Install.log	Norton AntiVirus encountered errors during uninstall.
Norton AntiVirus could not install. Error code: %08X (%s)	Norton AntiVirus could not be started, probably due to low memory on the system.
Error Creating Screen	Failure to call the function CreatScreen to bring up the Norton AntiVirus UI.
CRITICAL ERROR in RTVSCAN. System may be unstable	When releasing the threads, Norton AntiVirus waited two minutes for all system threads to stop waiting and exit. Some of the threads failed to be released in that time.
Update to computer %s of virus definition file %s failed. Status %08X	The MasterFileCopy function failed to download the newer definitions.

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Error	Description
Download of virus definition file from %s failed. %08X	The administrator tried to download definitions on a NetWare server from an ftp server without IP installed on the NetWare server.
Download of virus definition file from %s failed	The administrator was unable to download definitions on the NetWare server due to a bad network connection or lack of connection altogether.
As a safeguard to the computer, the scan action was changed to Leave Alone	When Norton AntiVirus finds a lot of viruses in a short period of time, the scan action is set to Leave Alone.
This action prevents large scale file deletions, moves, or renames which could cause your computer to crash.	When Norton AntiVirus finds a lot of viruses in a short period of time, the scan action is set to Leave Alone.
Scan could not open file %s [%08X]	When the scan started it was unable to open a file.
Norton AntiVirus services failed to start. %s (%08X)	Norton AntiVirus was unable to start its services because it failed to allocate memory.
The old Norton AntiVirus section in the %s file was missing or incomplete	During uninstall of Norton AntiVirus, it tried to disable the NAV section in the Autoexec.bat but were unable to find that section.
No directory specified for trustee assignment	There was no directory specified for login/nav in the file Vpsrvcli.inf.

### Custom Scan Options

Error	Description
Norton AntiVirus cannot access drive '%1'.	When the on-demand scans kicked off, a check was done on all the removable drives which determined that there was no media in them.
Could not start scan. Scan engine returned error %1.	There was an error running a scan. Returned the error code from running StartScan.
Norton AntiVirus could not access the scan engine. Please ensure the product is properly installed.	Unable to instantiate an IScan object when attempting to scan. This can happen in low memory situations.

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## Realtime Statistics and Log Histories

Error	Description
Invalid action ( %1)	An unsupported action was set to occur on infected files.
Error starting Scan & Deliver	Unable to instantiate an interface pointer to the scan, deliver dll to kick off the scan, and deliver wizard from local quarantine.

## LiveUpdate

Error	Description
Download of virus definition file from %s failed.	This error is logged when a scheduled update fails because the host is busy, there is no network connection, or another critical error occurs during a scheduled update.
Norton AntiVirus LiveUpdate Error	Client/Server: The command line that is passed to LiveUpdate could not be read from the Registry properly. Could be the result of failed installation.
The Norton AntiVirus product was unable to determine which LiveUpdate packages to request. Please reinstall your Norton AntiVirus product to correct this problem.	Client/Server: The command line that is passed to LiveUpdate could not be read from the Registry properly. Could be the result of failed installation.
Your virus protection files have not been updated. An error occurred while updating the virus definition files. Please try again.	Error occurred when the microdef update failed during a non-silent mode. Microdefs are client specific.
All files have been transferred successfully to your computer. However, because one or more of these files are currently in use, you must restart your computer. You will also need to run LiveUpdate again to complete the update.	This error occurs when the definition file is in use and it cannot be updated. For example, a scan may be running.
Update to computer %s of virus definition file %s failed.	Server: Occurs when download of the definition file does not complete.

### Email

Error	Description
Multiple viruses found. Please see individual log messages.	Multiple viruses have been found within an email. The information for each individual virus can be found in the logs.